

Attachment 1 - Correspondence Engine Notification (CEN) Requirements

1. Definitions

1.1. Correspondence

1.1.1. Formal message from VA to a defined recipient that communicates information to a recipient regarding his or her status as a Recipient, status with VA, claims status, information or requests to provide claims evidence, or information about payments, continued eligibility for benefits, etc. Correspondence in most cases includes Personally Identifying Information (i.e. Privacy Act Information) and can also include banking information, Protected Health Information (PHI), etc.

1.1.2. Correspondence can consist of one or more documents.

1.2. Document

1.2.1. A document, containing 1 or more pages, in Portable Document Format (PDF), generated or stored in the Recipients Benefits Management System (VBMS), a FileNet repository.

1.2.2. There is a many to one relationship between documents and correspondence – a piece of correspondence will contain one or more documents.

1.2.3. Each document, within VBMS has a document ID that uniquely identifies the document.

1.3. Attachment

1.3.1. A blank PDF copy of commonly used VA form that can be attached to a piece of VA correspondence but that will not be pulled from VBMS. Example – VA Form 21-4142, 21-22, etc.

1.4. Notification

1.4.1. Alert to a recipient of VA Correspondence that VA is sending him/her correspondence.

1.5. Recipient

1.5.1. Person receiving the correspondence. Usually the Recipient or the claimant. 3rd Party correspondence recipients may also be recipients.

1.6. Recipients Service Representative (VSR)

1.6.1. VA employee typically generating correspondence to a recipient as part of claims processing.

1.7. File Number

1.7.1. This number, created during the VA claims is a number allowing VA to uniquely identify the Recipient associated with a claim for disability compensation, vocational rehabilitation or pension benefits. It is the primary identifier for the VBMS eFolder.

1.7.2. In some cases, the file number corresponds to the Recipient's Social Security, but VA also issued its own numbers prior to the 1980s.

1.7.3. A file number can be 7, 8 or 9 digits (all numbers).

1.8. Power of Attorney (POA)

1.8.1. An individual or organization that has a power of attorney rights to legally represent the correspondence recipient. POAs must receive duplicate copies of all correspondence sent to the recipient.

2. BN 1 – Correspondence Generator

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- 2.1. The system shall have a web page, accessible only to VA employees, where VSRs can submit correspondence to be sent to a recipient.
 - 2.2. The system shall require the VSR to authenticate to the web page using an authentication system that is compliant with the security requirements in VA Handbook 6500.
 - 2.3. The system shall allow VA to manage who has access to authenticate into the web page and to assign users to different user roles or shall interface with VA to obtain that information from a VA identity and access management system.
 - 2.3.1. The system shall have a minimum of two (2) user roles:
 - 2.3.1.1. Recipients Service Representative (VSR)
 - 2.3.1.1.1. User can submit correspondence
 - 2.3.1.2. Administrator
 - 2.3.1.2.1. Only users with the Administrator user role can grant/approve access for other users.
 - 2.3.2. The system shall group users by a 3-digit station number.
 - 2.3.2.1. Administrators shall manage the access at each station.
3. Send Correspondence
 - 3.1. The system shall allow the user to send correspondence to recipients
 - 3.2. The system, after login, shall present the user with a screen where he can send one or more pieces of correspondence.
 - 3.2.1. The system shall allow the user to enter a single file number for the Recipient associated with the claim for which the correspondence is being sent.
 - 3.2.2. The system shall allow the user to enter one or more document IDs for each piece of correspondence.
 - 3.2.2.1. The system shall display a message near the documents IDs that states: "Documents will be printed and placed in the letter in the order that Doc IDs are pasted. The first document ID pasted must contain an address block for the windowed envelope."
 - 3.2.3. The system shall validate the pasted document ID and file number to ensure they meet field formatting requirements.
 - 3.2.3.1. The document ID should match the following criteria:
 - 3.2.3.2. A file number can be 7, 8 or 9 digits, all numbers, no characters or letters. If 7 digits, the system shall pad the file number with a single leading 0.
 - 3.2.3.3. If the numbers fail validation after keying, the system shall dynamically show the user that the values don't meet the field constraints and shall display the field constraints to the user.
 - 3.3. The system shall have a button to allow the user to submit the Doc ID and file number after entry.
 - 3.3.1. The system shall validate when the user attempts to submit, that the document ID is present and the file number is present.
 - 3.3.1.1. If one of the values is missing (Doc ID or file number), the system shall prompt the user and shall not allow submission until the value is entered.

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- 3.4. The system shall query VBMS (eDocument service, see specification, listDocuments method) using the Recipient's file number to retrieve a list of documents and perform validations using the data returned.
 - 3.4.1. If the VBMS service returns an error message saying it cannot locate an eFolder using a submitted file number, the system shall return an error to the user stating "An eFolder does not exist for the file number you entered, please try verifying the file number you entered is accurate or entering the file number again." and return them to the search screen.
 - 3.4.2. The system shall validate that the submitted document ID(s) are valid document ID(s) associated with that Recipient.
 - 3.4.2.1. If the document ID is not associated with the Recipient, the system shall return an error stating, "This document ID is not in the list of document IDs in the VBMS eFolder. Please try verifying that the document ID is correct for the document you want to send or try entering the document ID again," and return to the search screen.
 - 3.4.3. The system shall validate that the document type associated with the document ID is one of the valid types that can be sent through CEN. VA will define a list of finite document types that cannot be sent and provide during development.
 - 3.4.3.1. The contractor shall consider these values configurable and shall allow changes to these rules/mappings. Changes shall be made within 5 business days.
 - 3.4.3.2. If the system determines that the document type is not valid, the system shall return an error to the user stating: "This document type is not allowed to be sent to external entities as it is a Recipient-generated or a VA internal document. Please verify you have the right document ID, or that the document type associated with the document you want to send is correct. If this is a special case and you have an exceptional need to send this document outside of normal process, please print it out manually instead of using CEN."
 - 3.4.4. The system shall check to see if the document type is related to 3rd party correspondence (i.e. does not go to the Recipient). VA will define a list of finite document types that always should be printed and sent to the address on the letter instead of being sent to the Recipient using his notification preferences.
 - 3.4.4.1. The contractor shall consider these values configurable and shall allow changes to these rules/mappings. Changes shall be made within 5 business days.
 - 3.4.4.2. If the document type is related to 3rd party correspondence, the system shall present the user with a message notifying him/her that the document will be sent to central print. This message shall state: "This document does not go to the Recipient, but to another participant in the claims process. CEN will automatically exempt this item from having notification preferences applied and will send it by mail."
- 3.5. The system shall also use the file number to retrieve (via a transactional web service connecting to the VBA Corporate Database via the Benefits Gateway Services team) the Legacy_POA_CD, POA name, ORG_TYPE_NM for the recipient's POA.

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- 3.5.1. The system shall generate duplicate copies of all correspondence to a recipient (non-third-party correspondence) and shall send them to POAs.
- 3.5.2. The system shall send all POA copies to the print workflow steps specified later in the requirements.
- 3.5.3. The system shall display all three values.
- 3.5.4. If the ORG_TYPE_NM is any of the following, the system shall retrieve the participant address from Corporate database for the POA and display to the user.
 - 3.5.4.1. POA Agent
 - 3.5.4.2. POA Attorney
 - 3.5.4.3. POA Individual
 - 3.5.4.4. The system shall provide the user with a mechanism (e.g. a checkbox) to submit an alternate POA address.
- 3.5.5. If the ORG_TYPE_NM is any of the following, the system shall retrieve Station of Jurisdiction from the STN_OF_JRSDTN and shall display to the user.
 - 3.5.5.1. POA Local/Regional Organization
 - 3.5.5.2. POA National Organization
 - 3.5.5.3. POA State Organization
 - 3.5.5.4. The system shall use the station of jurisdiction to create a batch for each station containing all the POA copies of correspondence to be sent to representatives. Within each station batch, the system shall create a sub-batch for each unique Legacy_POA_CD.
- 3.5.6. If the Legacy_POA_CD is 099 or 066, the system shall prompt the user to enter a POA address and prevent the user from proceeding if an address is not input.
- 3.5.7. For any correspondence generated not sent to a regional office, the system shall dynamically create a cover page with the POA address (or alternate address) and append to the first page of the first document in a piece of correspondence.
- 3.6. The system shall display the document metadata (Name, File Number, Document Type, Date of Receipt, and File Name) to the user returned by VBMS.
 - 3.6.1. The system shall check the document type to ensure that the first document in a piece of correspondence matches a document type that contains an address (for the windowed envelope).
 - 3.6.1.1. If the first document ID entered does not correspond to a valid document type that contains an address, the system shall display a notice to the user and shall not allow the user to proceed.
 - 3.6.1.2. The Contractor shall allow VA to modify the mappings of which document types contain addresses and deploy changes within 5 business days.
 - 3.6.2. The system shall allow the VSR to enter an alternate address for the correspondence recipient (in addition to the POA, as described in 3.5 above)
 - 3.6.2.1. The system shall generate a cover page using the alternate address and append it before the first page of the first document within the correspondence.

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- 3.6.2.2. The system shall not perform this step if the recipient has electronic correspondence preferences.
- 3.6.3. The system shall allow the VSR to select attachments for the correspondence from among a set of blank, predefined PDFs, as provided by VBA.
 - 3.6.3.1. The system shall store these PDF copies in its database as they cannot be retrieved from VBMS or a common repository.
 - 3.6.3.2. The system shall allow VBA to specify required attachments for a given document type and shall not allow the VSR remove them.
 - 3.6.3.3. The system shall allow the VSR, in addition to the required attachments, to specify additional attachments as needed from a selection menu.
 - 3.6.3.3.1. The system shall ensure the VSR-specified and default attachments do not duplicate.
 - 3.6.3.3.2. The system shall allow the VSR to specify the number of attachment copies sent to a correspondence recipient.
 - 3.6.3.4. The Contractor shall allow VA to change these attachment rules, upload or add additional attachment PDFs or replace the existing attachment PDFs with newer versions by means of a change control process where changes can be implemented within 5 business days.
- 3.6.4. The system shall require the VSR to confirm the correspondence information displayed matches the correspondence he/she wants to send.
 - 3.6.4.1. If the user clicks confirm, the system shall move to the next step.
 - 3.6.4.2. If the user does not confirm, the system shall return to the input screen.
- 3.7. After the user selects the confirm button and if all validations pass, the system shall retrieve the document(s) from the VBMS eFolder using the existing services as detailed in the eDocument Service specification for the fetchdocumentbyID method.
 - 3.7.1. If the system does not fetch the document (s) immediately, the system shall space transactions out over the course of a production day. The VBMS system has a limit of 50 concurrent service connections and transactions should be spread across a period of time to ensure availability for other service consumers.
 - 3.7.2. If the fetch from the VBMS eFolder fails, the system shall record an error (including document ID(s), file number and date/time) to be included on an error report that is broken down by station.
- 4. The system shall check the Recipient notification preference and shall prepare to submit notification to one of the outputs.
 - 4.1. The system shall check to see if the document type is related to 3rd party correspondence.
 - 4.1.1. If the document type is related to 3rd party correspondence, the system shall send the correspondence straight to the printing workflow and shall not pull Recipient preferences and shall not send any notifications.
 - 4.2. The system shall use the file number input by the user to search the VBA Corporate Database using a web service built by the Benefits Gateway Services developers through the VBA Benefits Enterprise Platform. Please see attachment X for Benefits Enterprise Platform Specifications.

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- 4.3. The service will return values representing the Recipient's notification preferences and correspondence preferences to the system.
 - 4.3.1. If the service returns a value indicating either e-mail or text message notification preferences and correspondence preference values indicating an encrypted e-mail or viewer correspondence preference, the service will also return the Recipient's email address and/or cell phone (for text message notifications) number to the system.
- 4.4. The system shall use the values returned to determine how the correspondence and notification should be sent to the Recipient.
 - 4.4.1. Notification
 - 4.4.1.1. The service may return either "Text Message," "Email," "Paper," or both "Text Message" and "Email" values.
 - 4.4.1.2. If the Recipient has a notification preference of "Text Message," the system shall send a notification to the text message workflow.
 - 4.4.1.3. If the Recipient has a notification preference of "Email," the system shall send a notification to the email workflow.
 - 4.4.1.4. If the Recipient has notification preferences of both "Text Message" and "Email," the system shall send notifications to both workflows.
 - 4.4.1.5. If the Recipient has a notification preference of "Paper," the system shall not send a notification and shall advance to the correspondence workflow.
 - 4.4.2. Correspondence
 - 4.4.2.1. The service may return the following values for correspondence: "Print," "Encrypted Email," or "Viewer." These options are mutually exclusive.
 - 4.4.2.2. If the Recipient has a correspondence preference of "Print," the system shall send to the print workflow.
 - 4.4.2.3. If the Recipient has a correspondence preference of "Encrypted Email," the system shall send to the encrypted email workflow.
 - 4.4.2.4. If the Recipient has a correspondence preference of "Viewer," the system shall send to the viewer workflow.
5. Print Workflow
 - 5.1. The system shall transmit files to the print production control at Enterprise Operations (EO).
 - 5.2. For a given piece of correspondence, the system shall merge all of the documents and attachments into a single PDF and as appropriate shall append a system-generated coversheet (for alternate addresses or representative addresses) in front of the first page of the PDF.
 - 5.3. The system shall daily, at a fixed time, bundle together the correspondence retrieved during a day.
 - 5.3.1. The system shall compress these PDFs into separate bundles based upon page counts, with each number count (e.g. 1 page, 2 pages, 3, 4, etc.) having a separate bundle.
 - 5.3.2. The system shall also create, per the POA requirements described earlier, bundles corresponding to regional offices.
 - 5.3.3. The system shall bundle the files into PKZip format archives.

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- 5.3.4. The system shall truncate the PKZip archives into 500MB portions after compressions if any PKZip archive exceeds 500MB.
- 5.3.5. The system shall generate a comma separated variable (CSV) file that includes a manifest of zip archives and a list of every file included in each archive by station (as appropriate), POA (as appropriate), file number and file name.
- 5.4. The system shall transmit these bundles to the Enterprise Operations team via Secure FTP. Depending upon the technical solution provided by the vendor and whether or not it sits within the VA firewall, SFTP may either be configured in a “push” or “pull” configuration.
 - 5.4.1. In a “push” configuration, the system shall take the bundles of PDFs and shall upload them to EO’s secure FTP server.
 - 5.4.2. In a “pull” configuration, the system shall have a secure FTP server and EO at a defined time will connect to the SFTP to retrieve the bundles of PDFs.
- 5.5. The system shall write a confirmation that the paper files have been sent to print in the Corporate Database MAP-D notes using a BGS Web Service. This note shall contain at a minimum the address sent to, the document ID, the document type, the correspondence recipient name and the file number and POA code, POA address (if appropriate) and name sent to (if any).
- 5.6. The system shall archive files transmitted for 10 days to ensure the file can be retransmitted if needed.
 - 5.6.1. The system shall delete the archived files after 10 days.
- 6. The system shall send notifications to correspondence recipients about correspondence VA is about to send them.
 - 6.1. The system shall send unencrypted email notifications for correspondence sent via the viewer.
 - 6.1.1. The system shall include the VBMS document type, VBMS date of receipt/date of upload and the Recipient/Claimant’s first name.
 - 6.1.2. The email shall include a link to the document viewer. The system shall create a unique URL that uniquely links to the correspondence being sent. The link must not include any VA or Recipient information; including the VBMS document ID, file number, first name, last name, etc.
 - 6.1.3. The system shall write a message to the VBA Corporate Database MAP-D notes using a BGS web service stating that an email notification was sent for the Recipient to check the viewer. This note shall contain at a minimum the email address sent to, the document ID, the document type, the correspondence recipient name and the file number.
 - 6.1.4. The URL shall be formatted to use a common short URL API, such as bit.ly or Google, etc.
 - 6.2. The system shall send text messages
 - 6.2.1. The system shall use a consistent 5-digit text number for all text messages so the Recipient can associate the number with VA.
 - 6.2.2. For text messages, the system shall connect to an industry standard text message service and not a custom solution.
 - 6.2.3. For text messages, the vendor shall ensure the number used for VA is not used again, or that it is transitioned to VA after the pilot closes.

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- 6.2.4. The system shall send text message notifications.
 - 6.2.4.1. The system shall send a SMS message with a message stating that the Recipient has correspondence being sent by VA and with a link to the viewer.
 - 6.2.4.2. The system shall write a message to the VBA Corporate Database MAP-D notes using a BGS web service stating that a text notification for the Recipient to check the viewer was sent. This note shall contain at a minimum the mobile phone number sent to, the document ID, the document type, the correspondence recipient name and the file number.
- 6.2.5. The system shall send authentication text messages when a Recipient tries to open correspondence in the viewer
 - 6.2.5.1. The system shall send a SMS message with a six digit passcode randomly generated for this specific transaction to correspondence recipient's cell phone, or the system shall use a 3rd party industry standard authentication API such as Google Authenticator delivered to a confirmed device.
- 7. The system shall have a viewer where the recipient can view correspondence either in a desktop browser or through a mobile device (phone/tablet).
 - 7.1. The system shall allow the user to natively open or download the PDF document.
 - 7.2. The viewer shall allow the user to print or save the documents locally.
 - 7.2.1. In the event the viewer is created as a mobile application or website, the system shall have extensions to commonly-available cloud-based storage systems such as Google Drive, Dropbox and iCloud (for iOS only).
 - 7.2.2. In the event the viewer is created as a mobile application, the system shall interface with appropriate printer extensions for iOS and Android.
 - 7.3. The desktop or web page version of the viewer shall be externally-hosted (i.e. outside the VA firewall) but shall use a VA.gov domain name, which VA will supply.
 - 7.4. The display viewer shall not, in either URL, or in data passed, such as for Google Analytics, pass in an unencrypted form either Personally Identifiable Information (PII), Protected Health Information (PHI) or derivable demographic information (sex/gender, location, zip code, etc.).
 - 7.5. The display viewer site shall be HTTPS only with a 256 bit AES encryption standard.
 - 7.6. The display viewer shall be HTML5 compliant and shall be compatible with mobile and desktop browsers/ OSes as follows:
 - 7.6.1. Desktop
 - 7.6.1.1. Internet Explorer
 - 7.6.1.2. Firefox
 - 7.6.1.3. Google Chrome
 - 7.6.1.4. Safari
 - 7.6.2. Mobile
 - 7.6.2.1. Firefox (Android and iOS)
 - 7.6.2.2. Google Chrome (Android and iOS)
 - 7.6.2.3. Mobile Safari (iOS)

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- 7.7. In lieu of mobile accessible websites for the viewer, the system shall have mobile applications with a minimum of iOS (universal compatibility) and Android compatibility.
- 7.8. The vendor/service provider shall ensure browser version compatibility for 90% (or as proposed with cost/benefits for acceptance by VA) of all internet users. The system shall track the browser version compatibility of the Recipients accessing the viewer. If the population of Recipients accessing the viewer has different rates of browser usage from the internet population, the system shall be made compatible to commonly used browsers by the Recipient population such as 99% of all Recipients sampled can access.
- 7.9. The viewer shall be 508 compliant.
- 7.10. The document viewer (or mobile app) shall have two-factor authentication (2FA) to ensure the recipient is the person who is accessing the correspondence.
- 7.11. When a Recipient clicks on the unique URL included in the email or text message (1st factor) the viewer shall bring up an authentication screen that will eventual redirect and load the specific correspondence requested by the Recipient
- 7.12. When the Recipient's browser loads the authentication screen, the system shall generate a one-time, randomly generated six-digit key that shall be texted (see 6.2.5 above) to the Recipient's mobile phone number for the Recipient in VA's database (2nd authentication factor). The system shall use a web service to retrieve the mobile phone number from the VA Corporate database.
 - 7.12.1. The six-digit key shall expire within an industry standard (for high security security) time to be proposed by the vendor after the message was sent.
 - 7.12.2. If the Recipient (or someone viewing the webpage) attempts to access the correspondence using an expired key, the system shall inform the Recipient that the key has expired and ask the Recipient to reload the webpage and shall send a new text.
 - 7.12.3. The system shall provide the Recipient the option to manually request a new text from the web site.
 - 7.12.4. The system shall only generate a new code every industry standard time differential.
 - 7.12.5. The system shall recognize a valid code within that industry standard time window even if the page is refreshed.
 - 7.12.6. If the Recipient enters an invalid code, he/she can retry until the expiration of the code.
 - 7.12.7. After successful entry of the code, the system shall write a message to the VBA Corporate Database MAP-D notes using a BGS web service stating that the Recipient has acknowledge receipt of the document. This note shall contain at a minimum the mobile phone number sent to, the document ID, the document type, the correspondence recipient name and the file number.
- 7.13. After successful authentication, the system shall display information about the documents within the correspondence to the recipient.
 - 7.13.1. The system shall display a list of the documents with links to open or download each one.
 - 7.13.2. The system shall provide contact information for a help desk to allow the recipient to call the help desk if a document cannot be read.

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- 7.13.3. The system shall randomly prompt the Recipient to answer survey questions about his/her experiences using the viewer.
- 7.13.4. The system shall support VA experimentation on when VA should appropriately terminate access to these documents and no longer presenting to the recipient.
- 8. The system shall send encrypted emails to Recipients with a correspondence preference for encrypted emails.
 - 8.1. The system shall use Pretty Good Privacy (i.e. PGP) encryption for all emails.
 - 8.2. The system shall use a minimum of 256 bit AES encryption for all PGP encryption on encrypted emails.
 - 8.3. The system shall not cache copies of emails sent to Recipients after submission.
 - 8.4. The system shall retain non-PII bearing metadata regarding email submissions.
 - 8.5. The system shall encrypt all non-PII bearing metadata at rest.
 - 8.6. The system shall store (non-PII) keys in the VBA Corporate Database to allow the non-PII-bearing metadata to be reconciled with Recipients using web services.
 - 8.7. The system shall retrieve the Recipient's email address from VA's databases in preparation for sending an encrypted email. The system shall encrypt all transactions to retrieve the email, any caches containing the email address and shall not store the email address at rest, even if encrypted.
 - 8.8. The system shall use the Recipient's email address to retrieve a public PGP key from the public key directories of one of the participants in the Google End to End project such as Google or Yahoo.
 - 8.9. If a Google or Yahoo public key is either not available for the Recipient or is invalid, the system shall end the encrypted e-mail workflow and shall initiate the viewer workflow.
 - 8.10. The system shall retrieve the document being sent to the Recipient using the VBMS web services discussed in earlier requirements.
 - 8.11. When generating correspondence for a Recipient with an encrypted email correspondence preference, the system shall retrieve the mobile phone number of the Recipient from VA's database and shall notify the Recipient of the email to be sent via text message. The system shall encrypt all transactions to retrieve the mobile phone number, any caches containing the email address and shall not store the email address at rest, even if encrypted.
 - 8.12. The system shall generate an email with a subject of "New VA Correspondence" and a body content to be defined by VA to the email address of the Recipient, shall attach the document retrieved from VBMS and shall encrypt the email using the public PGP key retrieved from Google or Yahoo.
 - 8.13. The system shall include a read receipt with the email formatted so Google and Yahoo (or other standard email providers) will automatically respond to it.
 - 8.14. The system shall send the email to the Recipient's email address.
 - 8.15. The system shall write a message in the VBA Corporate Database MAP-D notes using BGS web services to confirm the email was sent. This note shall contain at a minimum the

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email address sent to, the document ID, the document type, the correspondence recipient name and the file number.

- 8.16. If a read receipt is received from the Recipient's email address, the system shall write an acknowledgement message in the VBA Corporate database MAP-D notes using BGS web services. This note shall contain at a minimum the email address sent to, the document ID, the document type, the correspondence recipient name and the file number.
9. User Registration – The contractor shall perform services to enable VA to register pilot participants to evaluate the document viewer, encrypted email and associated notifications.
 - 9.1. VA will generate a unique key for all VA Corporate Database participants who receive correspondence and will provide this to the contractor.
 - 9.2. The contractor shall generate a letter to be sent through the centralized printing process to enterprise operations to potential pilot participants to obtain their participation in the pilot.
 - 9.2.1. The contractor's letter shall contain national text number, a unique identifier and a QR code containing a unique link.
 - 9.2.1.1. The contractor shall manage and operate the national text number
 - 9.2.1.2. The contractor shall create and manage the unique URLs.
 - 9.3. When a Recipient texts the nationwide text number, the contractor shall check to see if the code matches a one of the unique identifiers issued.
 - 9.3.1.1. If the unique identifier does not match, the contractor shall not reply to the text.
 - 9.3.1.2. If the unique identifier matches, the contractor shall query the VBA Corporate database to obtain the telephone numbers on file for the Recipient.
 - 9.3.1.2.1. If the number texting VA does not match any of the telephone numbers, the contractor shall reply back to the Recipient and direct him to his POA or to VA self-service options to update his/her phone number.
 - 9.3.1.2.2. If the number texting VA matches any of the telephone numbers associated with the Recipient's, the contractor shall reply back to the Recipient and shall ask the Recipient to confirm enrollment in the pilot.
 - 9.3.1.3. The contractor shall confirm the Recipient's email next if the Recipient successfully confirms his/her mobile number. The contractor shall text the Recipient to notify him/her that he will receive an email within 24 hours and to check his/her SPAM folder.
 - 9.3.1.4. After the phone number has been validated, the contractor shall send an email to the Recipient's email address of record.
 - 9.3.1.4.1. This email shall contain a unique link to confirm the email for use in viewer notifications.
 - 9.3.1.4.2. If the user clicks on the link, they system shall confirm the email address for viewer notifications.
 - 9.3.1.4.3. If the user fails to click the email link the system shall only send notifications to the user's text number.

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- 9.4. The system shall also allow the user to register using the URL or embedded URL within the QR code on the letter.
- 9.4.1. The QR code shall contain a unique link for the recipient to register and confirm his or her information.
- 9.4.2. The non-QR code URL, when opened, shall prompt the user to enter his unique registration number from the letter.
- 9.4.2.1. The non-QR code URL shall then allow the user to register and confirm his or her information.
- 9.4.3. The system shall allow the recipient to select his or her correspondence preference among the choice of viewer, print or encrypted email.
- 9.4.3.1. The selection of correspondence shall be mutually exclusive among viewer, print or encrypted email.
- 9.4.3.2. If the user selects the print correspondence notification preference, the system shall confirm the submission and notify the recipient that he or she is done.
- 9.4.4. The system shall then allow the user to select the notification preference to be notified of correspondence.
- 9.4.4.1. The system shall require text notifications if the correspondence preference is for the viewer.
- 9.4.4.2. The system shall require email notifications if the correspondence preference is encrypted email.
- 9.4.5. After the recipient specifies correspondence and notification preference, the system shall prompt the recipient to confirm his or her contact information for those notification sources.
- 9.4.5.1. The system shall retrieve the email and mobile phone number for the recipient from the VA Corporate Database.
- 9.4.5.2. The system shall display the values to the recipient and shall allow the recipient to confirm, update or add new values.
- 9.4.5.3. If the recipient updates the values, or adds new values, the system shall make the appropriate changes in the VA Corporate database, either overwriting or adding new data.
- 9.4.6. After all changes the system shall confirm enrollment to the recipient and tell them to close the browser window.

Non-Functional Requirements

User Base

- Internal CEN Window
 - Within the pilot phase, the system shall support a minimum of 500 concurrent users.
 - By the nationwide rollout phase for disability compensation, the system shall support a minimum of 15,000 concurrent users.

Attachment 1 - Correspondence Engine Notification (CEN) Requirements

- Service Transactions
 - Within the pilot phase for centralized printing, the system shall support a minimum of 2,000 correspondence submission transactions per day.
 - Within the nationwide rollout phase for centralized printing, the system shall support a minimum of 30,000 correspondence submission transactions per day.
- External
 - Within the pilot phase for centralized printing, the system shall support bundling a minimum of 2,000 PDFs per day for the printers.
 - Within the nationwide deployment phase for centralized printing, the system shall support bundling a minimum of 30,000 PDFs per day.